

# Complaint Letter

## Overview:

Unfortunately, we will all receive poor service or encounter a bad product in our lives. Most businesses and manufacturers want to know when you are unhappy, and a letter of complaint is a great way to communicate your dissatisfaction.

In this activity, you will write and format a complaint letter of your own, or based off of a case scenario.

## Instructions:

1. Open a NEW document in Word
2. Set the page margins as follows:  
Top to 5cm, Left, Right, and Bottom to 4cm
3. Change the paragraph spacing to single-space
4. Review your Proper Letter Formatting page to reference the proper format and parts of a block style letter.
5. Compose a complaint letter of your own or responding to the scenario presented in the case study below. Follow the guidelines provided below when preparing the complaint letter.
  - a. Type your home address as the return address, the current date for the date, and your full name for the sender's name
  - b. Paragraph 1 should state when and where you received the poor service
  - c. Paragraph 2 should include why you are not satisfied with the service. Include what your expectations were and give details as to why those were not met.
  - d. Paragraph 3 should explain how you would like the matter resolved. State your expectations of whether you would like a refund or a new service to fix the problem.
  - e. Paragraph 4 should conclude by stating how you may be contacted and a time frame as to when you expect a response
6. Carefully proofread the document for spelling, grammar, and accuracy
7. Save the document as THANKYOU
8. Print, sign, and hand in

## Case Study – A Bad Hair Day

This past Tuesday, you decided to take your most beloved pet golden retriever, Max, to the local grooming salon. Priscilla's Perfect Pooch, located at 34 Main Street in your home town and owned and operated by Priscilla Petgroomer. This salon has the reputation for being the dog salon equivalent of the ritziest spa. A visit can run anywhere from \$150-\$600, and it's extremely tough to get an appointment. You had waited over six months to get an appointment with Priscilla and were so excited about last Tuesday. That is, until Max was picked up to go home.

Max is usually such a happy dog, very popular with his dog friends and loves playing catch like a golden retriever would. But when you picked Max up from Priscilla's Perfect Pooch, he did not look anything like the dog you dropped off. His beautiful golden blonde fur had been dyed hot pink and his hair was cut much like a French Poodle! Max looked sad and embarrassed. You were in such a state of shock when picking up your dog that you left in tears. Now that you've returned home, you have decided to write Priscilla a complaint letter.